

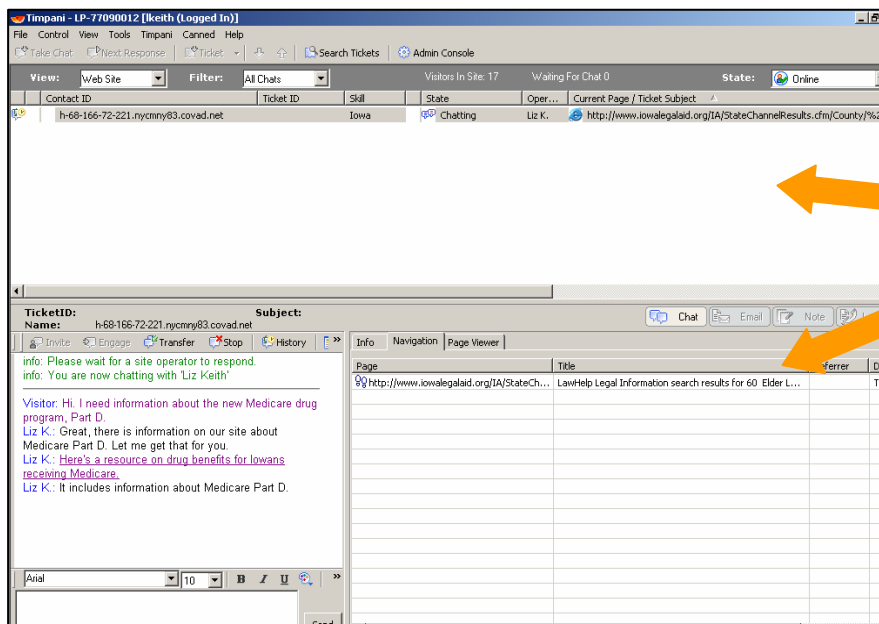
How Does LiveHelp Work?

LiveHelp is a pilot project to allow MontanaLawHelp.org and IowaLegalAid.org Web site visitors to ask remotely-located Web Site Specialists for help finding online legal information and resources, including with intake. LiveHelp has been implemented with LivePerson Pro software.

A visitor to MontanaLawHelp.org or IowaLegalAid.org clicks on the LiveHelp button to initiate a chat with a legal services staff member or trained volunteer.

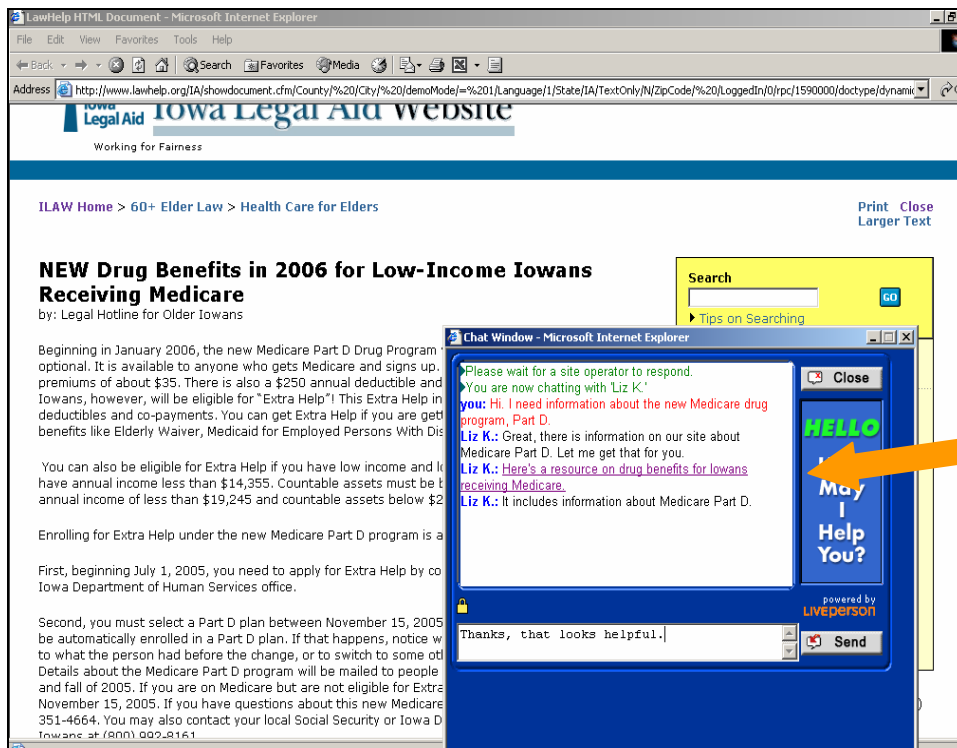


A remotely-located Web Site Specialist who is logged in to the LivePerson operator dashboard hears a signal indicating that a Web site visitor would like to chat. They accept the request and begin chatting with the visitor through the operator dashboard below.



The top half of the operator dashboard displays visitors to the Web site who have requested a chat.

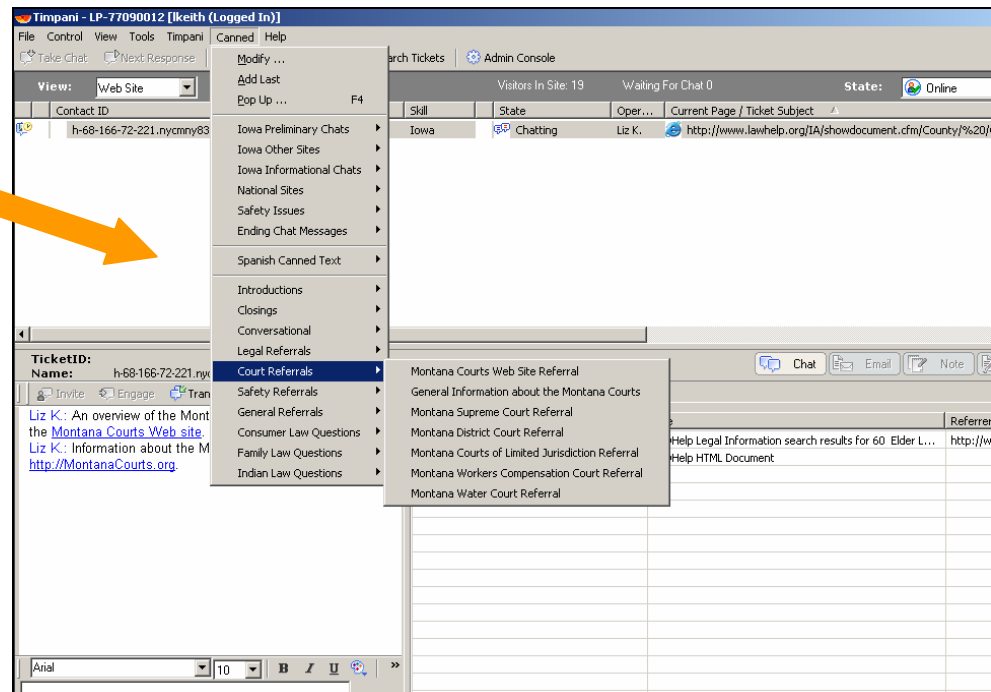
The lower half contains the chatting area and various information about the visitor, including geolocation data, pages the visitor has seen on the website, and any referral details.



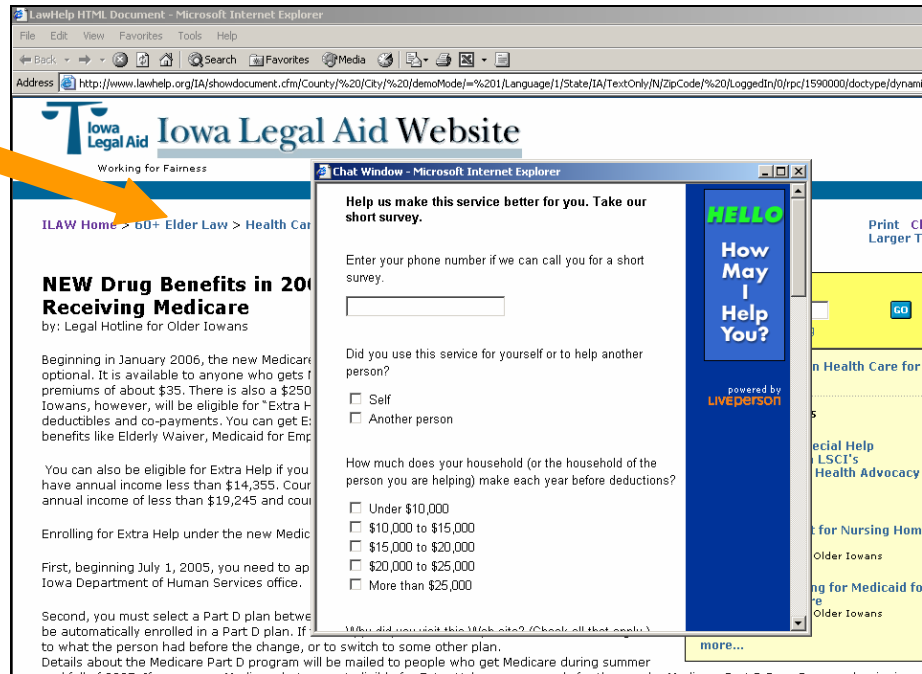
The Web site visitor and the Specialist chat about the online legal information and resources the visitor needs help finding.

The Specialist can send the visitor URLs to specific resources through the chat box, or escort them to a particular page on the Web site using a co-browse feature.

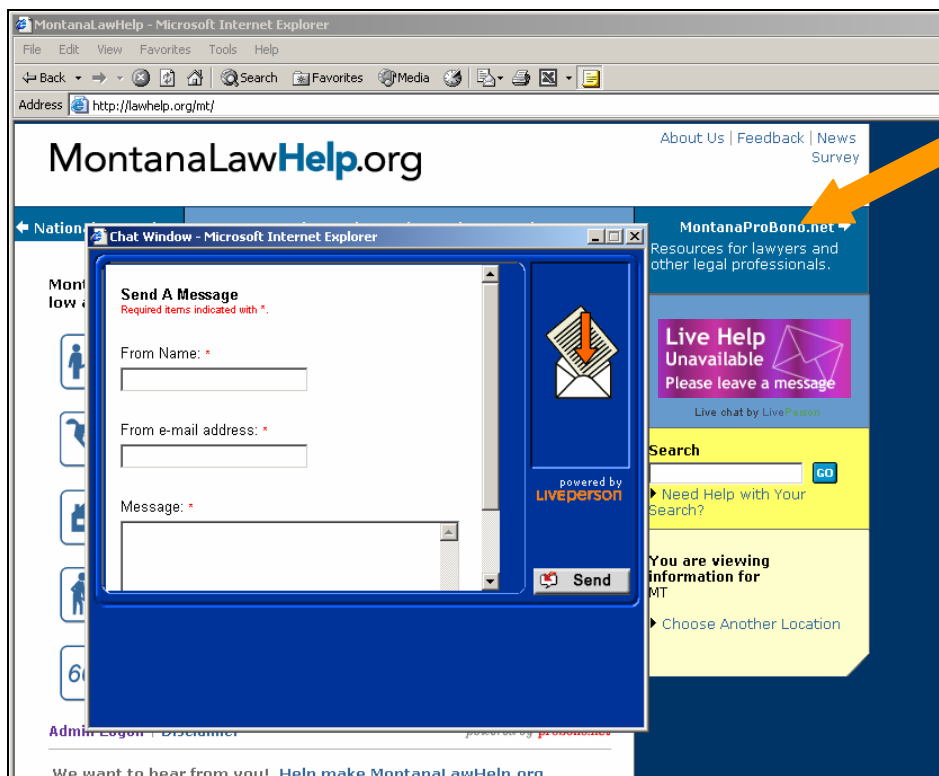
The Specialist also has the option of using canned responses for frequently asked questions or referrals to other Web sites, such as local courts, libraries, or lawyer referral services.



Pre- and post-chat surveys allow the Specialist to gather visitor information before they chat and get feedback from visitors on the help they received.



The screenshot shows the Iowa Legal Aid Website in a Microsoft Internet Explorer browser. The main content area displays an article titled "NEW Drug Benefits in 2006 Receiving Medicare" by Legal Hotline for Older Iowans. An orange arrow points from the text on the left to the "Chat Window - Microsoft Internet Explorer" overlay. The chat window contains a survey titled "Help us make this service better for you. Take our short survey." with fields for a phone number, a question about whether the user used the service for themselves or another person, and a question about household income. A "GO" button is at the bottom of the survey. To the right of the survey is a vertical banner that says "HELLO How May I Help You?" and "powered by LIVEperson".



The screenshot shows the MontanaLawHelp.org website in a Microsoft Internet Explorer browser. The main content area displays a "Send A Message" form with fields for "From Name", "From e-mail address", and "Message". An orange arrow points from the text on the right to the "MontanaProBono.net" link in the top right corner. Below the link is a "Live Help Unavailable Please leave a message" banner. The "Send A Message" form is powered by LIVEperson and has a "Send" button. The website footer includes a link to "Help make MontanaLawHelp.org".

If a Specialist is unavailable, the visitor can choose to leave a message and receive the information in an e-mail.

To learn more about LiveHelp or see a demonstration, contact:
 Kate Bladow, Montana Legal Services Assoc., kbladow@mtlsa.org;
 Eve Ricaurte, Iowa Legal Aid, ericaurte@iowalaw.org; or
 Liz Keith, Pro Bono Net, lkeith@probono.net